

Los Angeles County Department of Children and Family Services

**CSEC Tracking System for
Advocacy Agencies**





Los Angeles County
Department of Children
and Family Services

WELCOME



OBJECTIVES:

Purpose of CSEC Tracking System
Learn how to use/navigate CTS
Know how to troubleshoot



In order to ensure the successful implementation of the CSEC Advocacy Services program, a CSEC Advocacy Services platform was developed to:

- Streamline the review, monitoring and tracking of referrals/deliverables and Advocacy Services activities
- Establish a systematic and reliable way of tracking and monitoring program goals, services/billable activities, and deliverables to ensure quality control
- Establish a mechanism by which to pull down monthly management and outcome reports to assess agency progress in meeting outcome areas related to safety, permanency, well-being, all of which require various calculations that are programmed in the CSEC platform
- Move away from using multiple excel worksheets and centralize data into one electronic system.



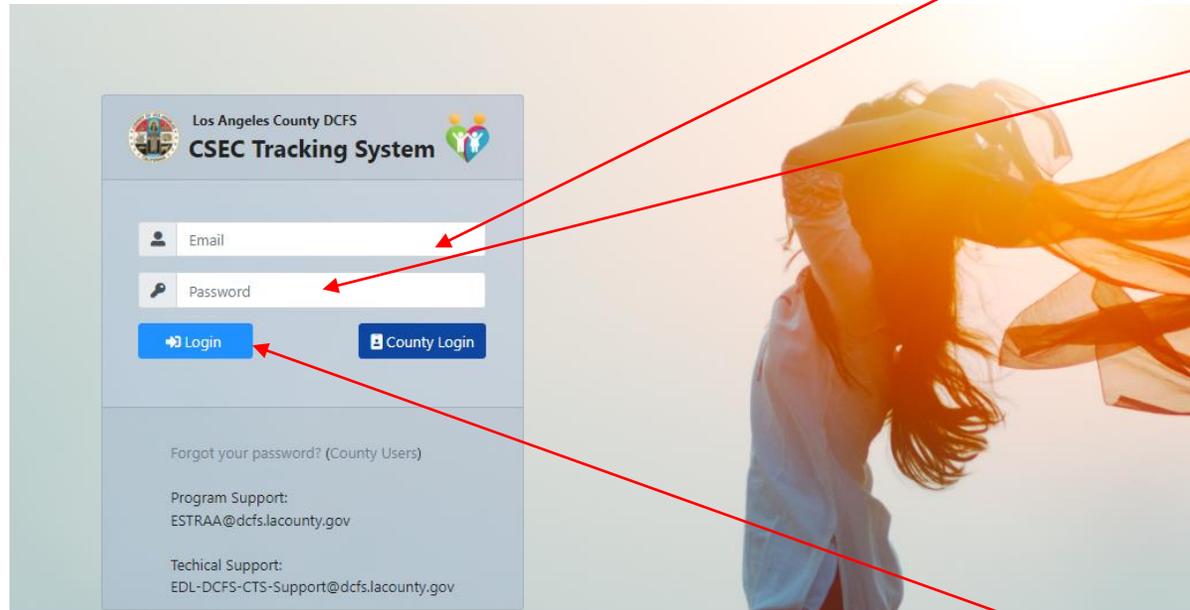
Advocacy Agency Administrators are authorized to:

- ✓ View listing of all referrals assigned or pending for assignment to an Advocate
- ✓ Assign referrals to Advocates
- ✓ View existing caseload with referral assignment date, lead agency, and overdue alerts
- ✓ View Client Summary, all the forms and reports (read only)
- ✓ View, process, and submit Master Activity
- ✓ Add/edit CTS users and their role
- ✓ View Management Reports to support CQI efforts

Advocates are authorized to:

- ✓ View listing of assigned referrals, with lead County agency, Task Alerts/Overdue Alerts, Client Summaries
- ✓ Document Advocacy Activities on CTS
- ✓ Create/Submit deliverables through CTS
- ✓ Receive notices for approvals and rejections by DCFS/Probation
- ✓ Upload documents onto CTS
- ✓ Receive updated information on newly assigned DCFS staff and current placement information

Login Screen



USERNAME:

- Use your agency e-mail address

PASSWORD:

- Use your created password
- First time users: Use system generated random password
- After system prompt to change password, create a password based on system requirement

Forgot Password?

Click the "[Forgot your Password?](#)" to reset password.

LOGIN:

- Click the "Login" button to enter The CSEC Tracking System

CSEC Tracking System

For the Advocacy Agency Administrator



After logging in, CSEC Agency Administrator will be brought to the "Home Page" that displays the following sections:

- **Search:** Allows user/Advocate Agency Admin to search CSEC assignments within database
- **Assignment Listing:** Displays active "CSEC" assignments assigned to Advocate Agency.
- **Advocate Agency Existing Caseload:** Allows you to see your agency caseload.

Los Angeles County DCFS
CSEC Tracking System
Home Reports Admin
Advocate Admin, Name Logout

Search

Referral #:

Youth Last Name:

Youth DOB:

Youth First Name:

Assignment Listing Total: 3

Assignment #	Referral #	Referral Date	Youth Name	County Agency	FRP Area	Advocate Name	Overdue Alert
1	10016			DCFS			
2	10030			DCFS			Needs/Assessment
3	10179			DCFS			Needs/Assessment

1

Advocate Existing Caseload

Advocate	FRP Area	Language	Language Count	Caseload Count
		English	1	5
		English	2	
		Spanish	2	
Advocate, Alan		English	3	4
		english	1	
Grand Total:				9

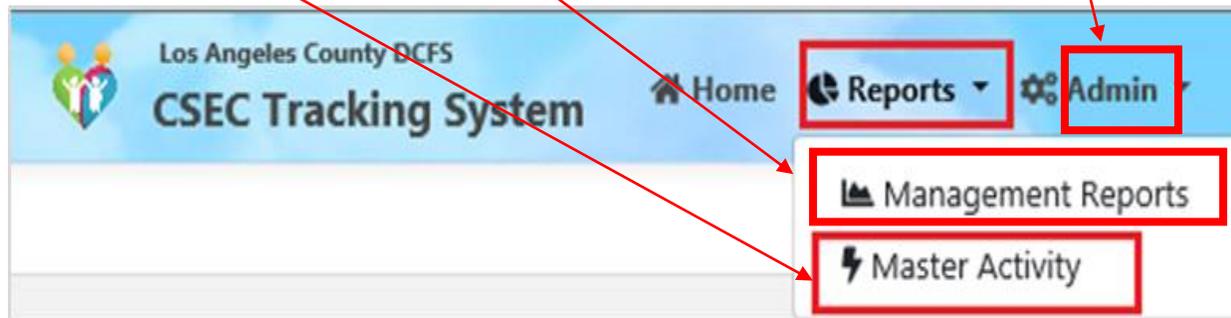
Home Page includes:

Reports:

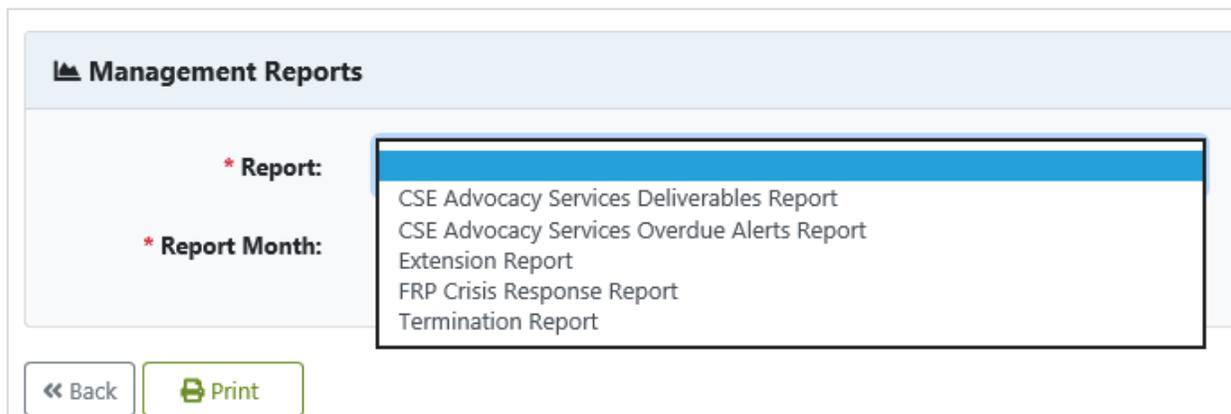
Management Reports
Master Activity

Admin:

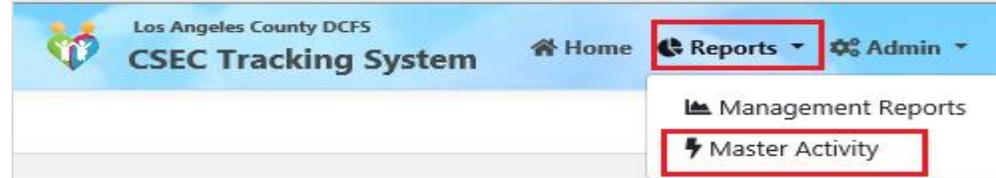
Advocate Setup



The screenshot shows the top navigation bar of the CSEC Tracking System. The bar is light blue and contains the following elements from left to right: the Los Angeles County DCFS logo, the text "Los Angeles County DCFS", the text "CSEC Tracking System", a "Home" button with a house icon, a "Reports" dropdown menu with a gear icon, and an "Admin" button with a gear icon. The "Reports" dropdown menu is open, showing two options: "Management Reports" and "Master Activity". Red boxes highlight the "Reports" and "Admin" buttons in the top bar, and the "Management Reports" and "Master Activity" options in the dropdown menu. Red arrows point from the text "Management Reports" and "Master Activity" in the text block above to their respective options in the dropdown menu. Another red arrow points from the text "Admin: Advocate Setup" to the "Admin" button in the top bar.



The screenshot shows the "Management Reports" page. The page has a light blue header with the text "Management Reports" and a bar chart icon. Below the header, there are two labels: "* Report:" and "* Report Month:". To the right of these labels is a dropdown menu with a blue header and a white body. The dropdown menu is open, showing a list of report options: "CSE Advocacy Services Deliverables Report", "CSE Advocacy Services Overdue Alerts Report", "Extension Report", "FRP Crisis Response Report", and "Termination Report". At the bottom of the page, there are two buttons: "Back" and "Print".



Los Angeles County DCFS
CSEC Tracking System

Home Reports Admin

Management Reports
Master Activity

Master Activity

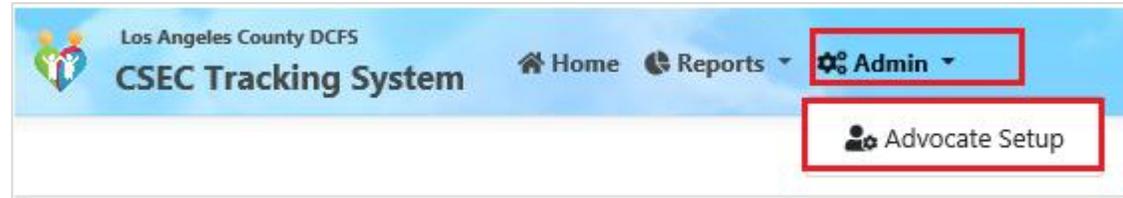
View, review, print, and submit advocates' activities to DCFS CSEC Admin.

Master Activity Month: 8/2020

Activity Type	Subcategory	Advocate Name	Date	Completed	Signed Up	Participants	Service Units
Administrative Task	County Mandated Training, Roundtable mtg, test	Advocate, Alan	8/10/2020	Yes	2	1	8:15
Total Administrative Task:					2	1	8:15
Community Advocacy	Other	Advocate, Alan	8/17/2020	No	5	1	2:15
Total Community Advocacy:					5	1	2:15
Empowerment Activities	test	Advocate, Alan	8/9/2020	No	1	1	1:15
Total Empowerment Activities:					1	1	1:15
Grand Total:					8	3	11:45

Back Print Submit

To review an advocate activity, simply click on **“Advocate Name”** hyperlink.



[Advocate Setup](#)

Search, view, edit existing users, and add new user(s).

Q Search

Last Name: First Name:

Login ID: Active Status:

Advocate Setup Total: 3

	Email / Login ID	Last Name	First Name	Contact #	Active	Locked
1	adv2@test.com	adv	2	1231231234	Yes	No

Q Search

Last Name: Login ID:

Advocate Setup

	Email / Login ID	Last Name	First Name	Contact #	Active	Locked
1	adv2@test.com	adv	2	1231231234	Yes	No
2	adv3@test.com	adv				
3	adv@test.com	Adv				

< 1 >

<< Back

Advocate Detail

* Email / Login ID:

* Last Name:

* First Name:

Contact #:

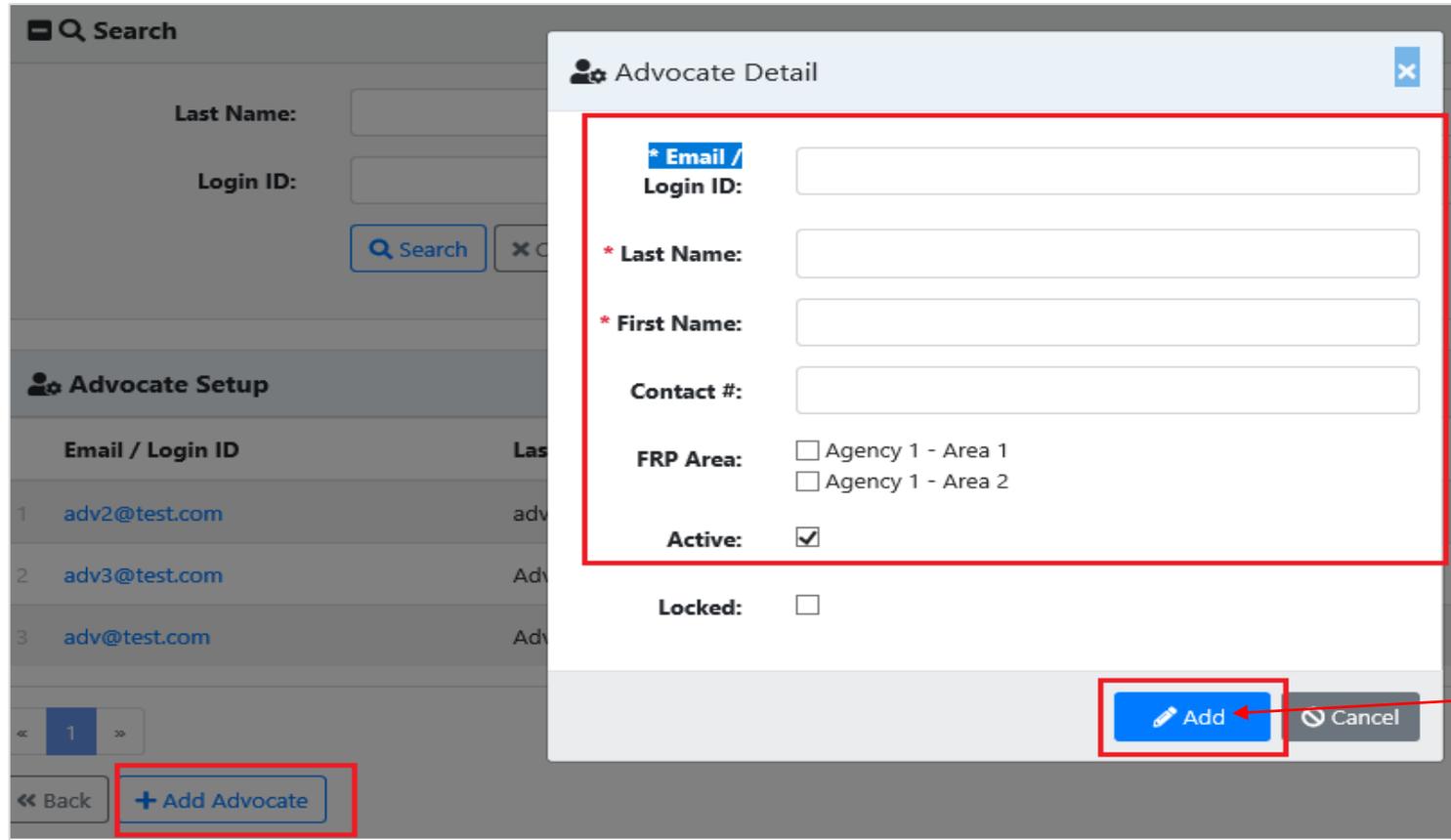
FRP Area: Agency 1 - Area 1 Agency 1 - Area 2

Active:

Locked:

[Edit User](#)

Edit/remove (by uncheck the "Active" check box), and unlock user (uncheck the "Locked" check box) and update user(s) by simply clicking on "Email/Login ID" hyperlink.



Advocate Setup

Last Name:

Login ID:

	Email / Login ID	Last Name
1	adv2@test.com	adv
2	adv3@test.com	Adv
3	adv@test.com	Adv

<< 1 >>

<< Back

Advocate Detail

* Email / Login ID:

* Last Name:

* First Name:

Contact #:

FRP Area: Agency 1 - Area 1
 Agency 1 - Area 2

Active:

Locked:

[Add Advocate](#) button allows Advocate Agency Admin to add new Advocate(s).



System will then open the CSEC Advocacy Referral

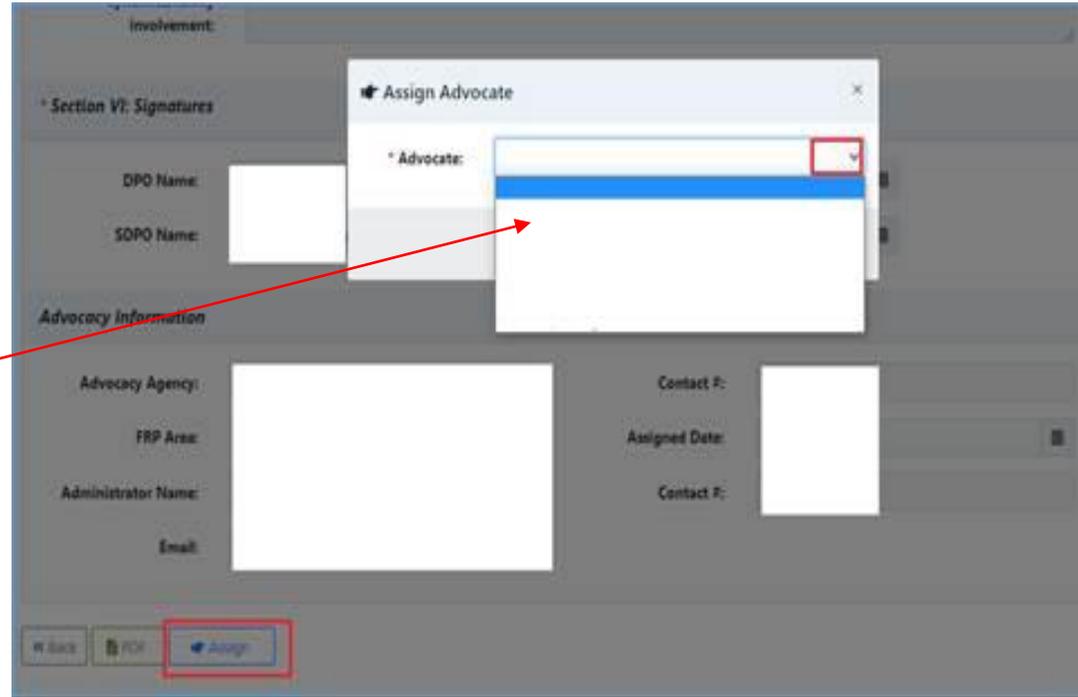
After review, scroll to the bottom of the referral and click on **“Assign”** button

A screenshot of the CSEC Advocacy Referral form. The form is titled "CSEC Advocacy Referral" and contains several sections: "Section I: Type of Referral", "Section II: Case Information", "Section III: Suspect's Current Information", "Section IV: Current Service Completion", "Section V: Reason for Referral", "Section VI: Signatures", and "Advocacy Information". At the bottom of the form, there are three buttons: "Cancel", "Assign", and "Save". A red arrow points to the "Assign" button.

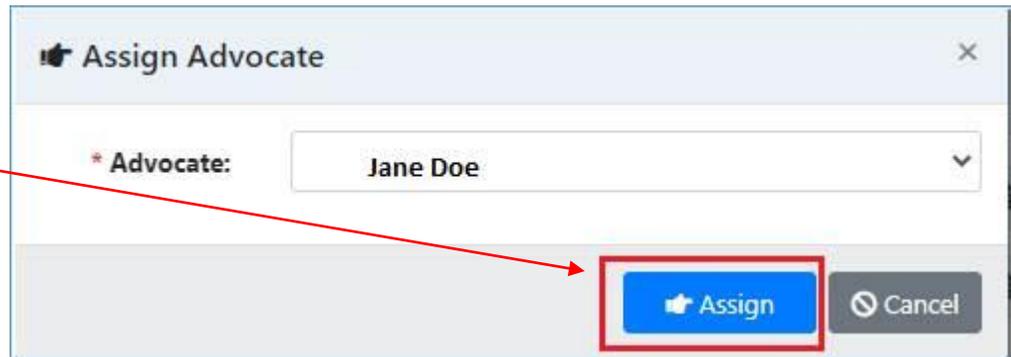
CSEC Tracking System

Referral Assignment to Advocate

System will pop up
“**Assign Advocate**”
window, then user can
select an advocate from
drop down listing



Click on “Assign”
button and
referral has been
assigned to the
Advocate.



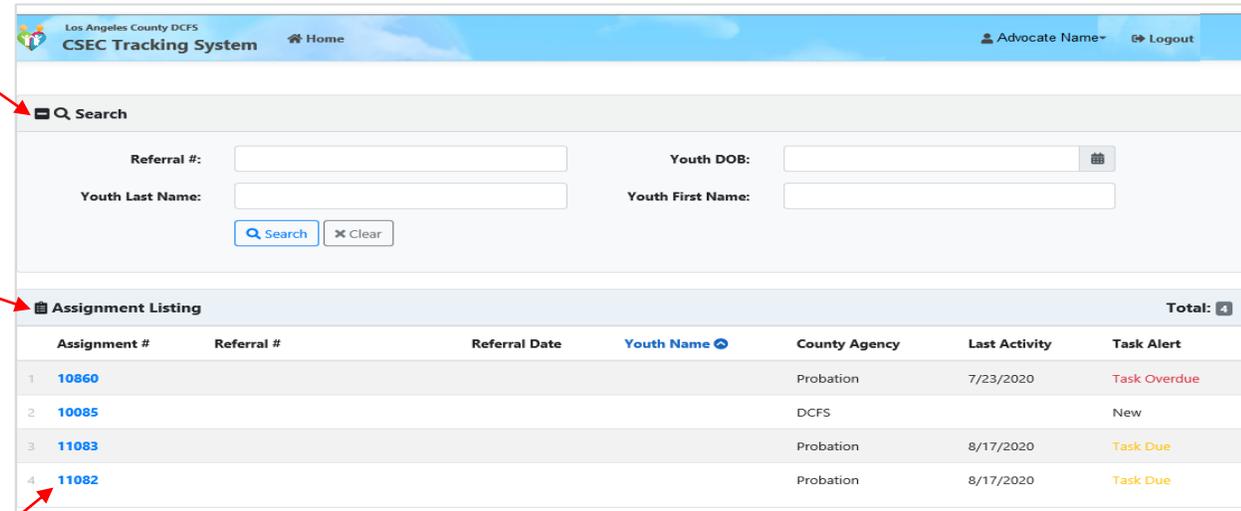
CSEC Tracking System For the Advocate

"Login" takes Advocate to the "home page" that displays the **Search** and **Assignment Listing** sections.

Search: Search within CSEC assignments within CSEC database.

Assignment Listing: Displays active "CSEC" assignments assigned to an Advocate.

- User can start to process a referral, and view the "CSEC Advocacy Referral" by clicking on system generated "Assignment#".



Los Angeles County DCFS
CSEC Tracking System Home Advocate Name Logout

Q Search

Referral #: Youth DOB:

Youth Last Name: Youth First Name:

Search Clear

Assignment Listing Total: 4

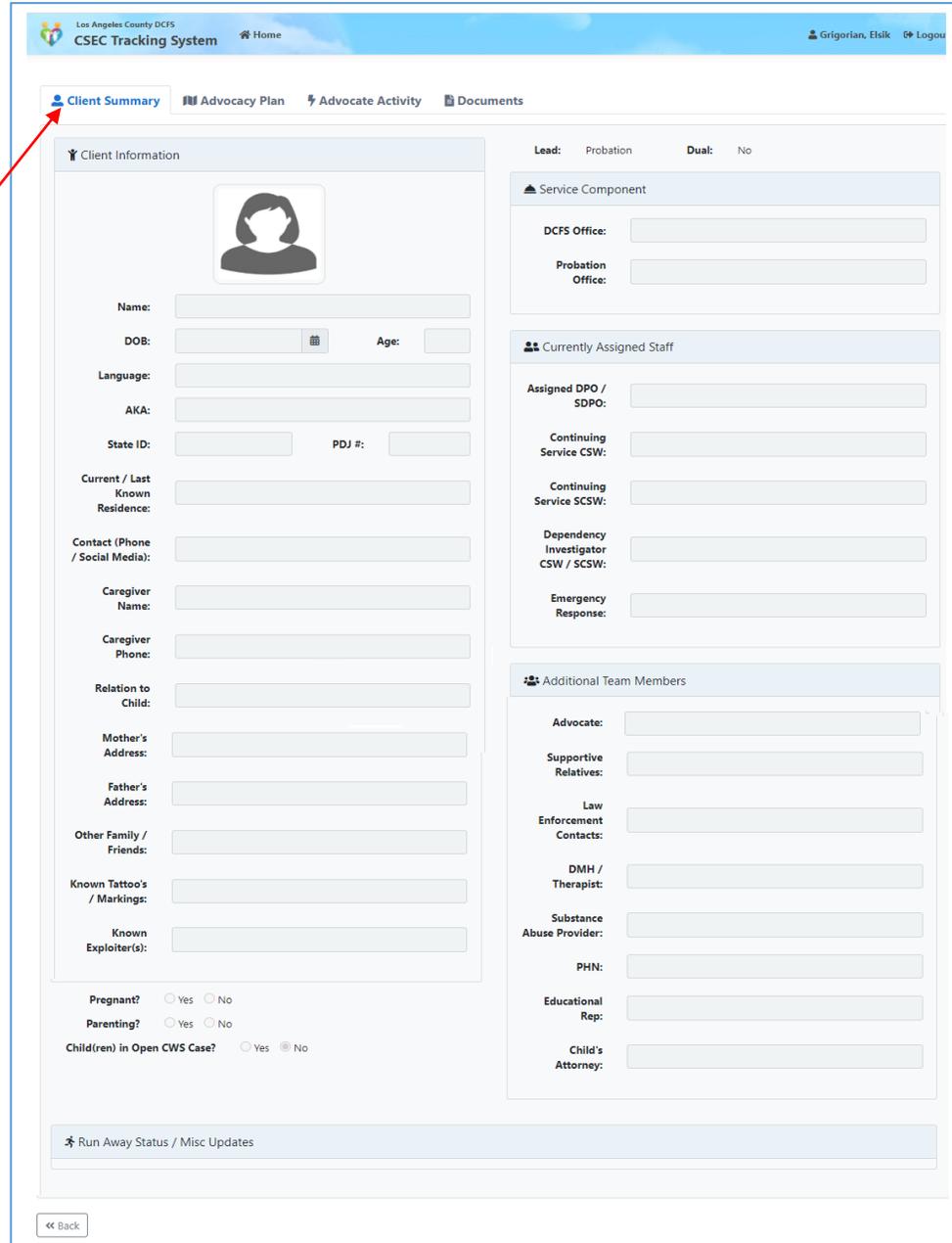
	Assignment #	Referral #	Referral Date	Youth Name	County Agency	Last Activity	Task Alert
1	10860				Probation	7/23/2020	Task Overdue
2	10085				DCFS		New
3	11083				Probation	8/17/2020	Task Due
4	11082				Probation	8/17/2020	Task Due

Client Summary Advocacy Plan Advocate Activity Documents

An Advocate can view, write on "Client Summary" page, create "Advocacy Plan", "Advocate Activity" pages, and create/upload, print on "Documents" page for each individual client (referral) by clicking on "Assignment#".

The Client Summary Page

- Auto-populated data from CWS/CMS system
- Advocate can “Save” data after adding/writing them as needed.



Los Angeles County DCFS
CSEC Tracking System Home Grigorian, Elsik Logou

Client Summary Advocacy Plan Advocate Activity Documents

Client Information

Lead: Probation Dual: No

Service Component

DCFS Office:

Probation Office:

Currently Assigned Staff

Assigned DPO / SDPO:

Continuing Service CSW:

Continuing Service SCSW:

Dependency Investigator CSW / SCSW:

Emergency Response:

Additional Team Members

Advocate:

Supportive Relatives:

Law Enforcement Contacts:

DMH / Therapist:

Substance Abuse Provider:

PHN:

Educational Rep:

Child's Attorney:

Run Away Status / Misc Updates

« Back

Client Summary | Advocacy Plan | Advocate Activity | **Documents**

Document	Status	Start Date	Due Date	Completed Date
1 CSEC Advocacy Referral	Completed	4/22/2020		8/24/2020
2 Intake Strengths and Needs Assessment	In Progress	8/24/2020	9/23/2020	
3 First Responder Intake Form	In Progress	8/24/2020	9/7/2020	

[+ Add Document](#)

Uploaded Documents

Document Name	Description	Type	Size	Uploaded Date

[Upload](#)

[<< Back](#)

"Assignment #" hyperlink takes user/Advocate to the "Document" page.

An Advocate can view, create, modify, and submit (to CSW/SCSW, DPO/SCPO, or CSEC Admin) designated document using "Document" page.

Add Document

Document:

- 6-Month Review Report
- Auxiliary Funds Request
- First Responder Intake Form (Additional)
- Release of Information
- Restoration Funds Request
- Termination Report
- Workshop Facilitator Debrief

Description

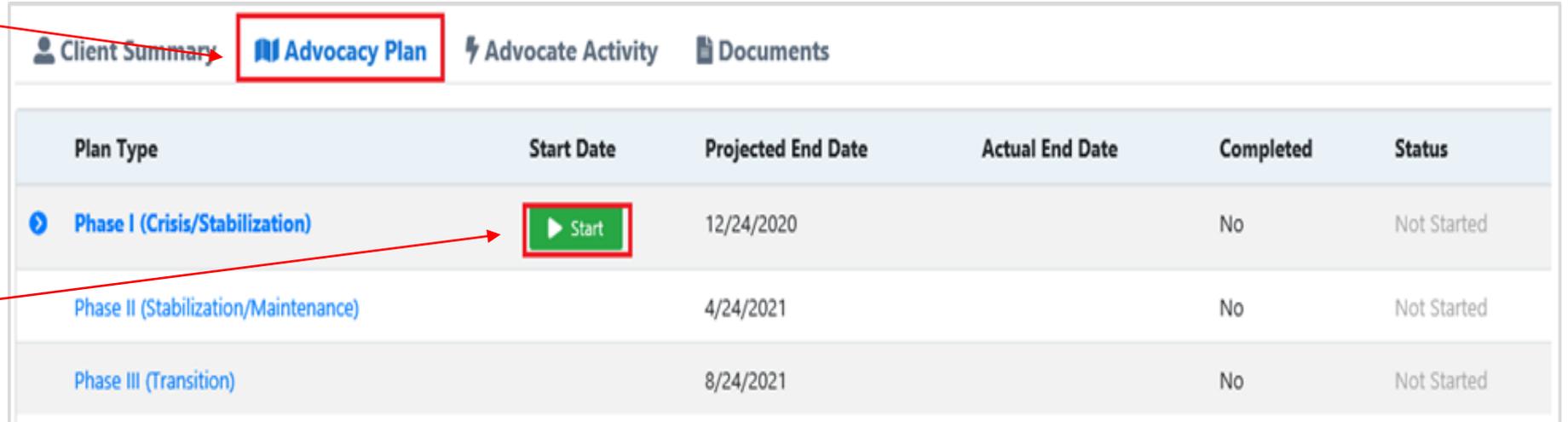
Upload

Document	Complete Within:	Method to Submit:	Notes
FRP Intake (for FRPs)	14 calendar days of referral assignment date	<p>When an advocate submits the system will email: To: CSW/DPO CC: SCSW/SDPO, DCFS/Probation CSEC Administrator and CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov Also, system will send a reminder email to advocate and Cc to advocate admin</p>	Current contract requires FRP Intake Forms to be submitted to CSEC in-boxes for DCFS/Probation
Safety Plans (for Non-FRPs)	14 calendar days of referral assignment date	<p>When an advocate submits the Safety Plan, the system will email: To: CSW/DPO CC: SCSW/SDPO, DCFS/Probation CSEC Administrator and CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov Also, system will send a reminder email to advocate and Cc to advocate admin</p>	Current contract requires document to be submitted to CSW/DPO
Strengths and Needs Assessment	30 calendar days of referral assignment date	<p>When an advocate submits the S&NA system will email: To: CSW/DPO CC: SCSW/SDPO, CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov Also, system will send a reminder email to advocate and Cc to advocate admin</p>	Current contract requires document to be submitted to CSW and SCSW and/or DPO/SDPO Probation, whomever is the lead. If a dual supervision case, send to both DCFS and Probation.
Advocacy Plans	Initial: Within 30 calendar days of referral assignment 2 nd plan: 120-134 calendar days of referral assignment 3 rd plan: 300-314 calendar days of referral assignment	Submit to CSW/SCSW or DPO/SDPO for review and approval	Current contract requires Advocacy Plans to be reviewed and approved by CSW/SCSW or DPO/SDPO
Six-Month Review Report	180-194 calendar days of referral assignment	When an advocate submits the 6-month review report, system will inform CSW/DPO, SCSW/SDPO.	Current contract requires Advocacy agency to e-mail the report to CPM and assigned CSW, SCSW, and/or DPO/SDPO.
Termination Report	7 business days of termination	Submit to CSW/SCSW or DPO/SDPO for review/approval.	Current contract requires Termination Report to be submitted within 7 business days of termination. Obtain review/approval by CSW/SCSW or DPO/SDPO
Extension Requests	<p>As needed, submit the first extension between 330-345 days of referral assignment</p> <p>As needed, submit the 2nd extension request within 420-435 days of referral</p> <ul style="list-style-type: none"> Advocate can have 2 extensions each 3 months total of 6 months. Services beyond 18 months are not permitted unless County Program Manager provides written approval. 	<p>When an Advocate submits an Extension request, system will send an email to Admin To: DCFS CSEC Admin CC: Probation CSEC Admin, CSECAdmin@dcfs.lacounty.gov, childtrafficking@probation.lacounty.gov</p>	<p>Current contracts reads: 1st 3 month extension: 330-345 days of referral assignment</p> <p>2nd 3 month extension: 420-435 days of referral assignment</p> <p>Review/approval by: CSW/SCSW or DPO/SDPO and final approval by County Program Manager (CPM). Services extension beyond 18 months not permitted unless written approval provided by CPM.</p>
Restoration and Auxiliary Funds Requests	Submit to the Lead Agency (DCFS or Probation) Admin inbox	CSECAdmin@dcfs.lacounty.gov , childtrafficking@probation.lacounty.gov	

"Assignment #" hyperlink takes user/Advocate to the "Advocacy Plan" page

Create Advocacy Plan

An advocate can start creating advocacy plan by clicking on the "Start" button for each "Phase" (or what we now call "Service Component")



Plan Type	Start Date	Projected End Date	Actual End Date	Completed	Status
Phase I (Crisis/Stabilization)	Start	12/24/2020		No	Not Started
Phase II (Stabilization/Maintenance)		4/24/2021		No	Not Started
Phase III (Transition)		8/24/2021		No	Not Started



- An advocate can create, view, save, submit (to CSW/SCSW or DPO/SDPO after completing required fields), and print an “Advocacy Plan”.
- System will generate the “Start Date” and “Projected End Date”

Start Date: 9/1/2020 Projected End Date: 11/2/2020

Actual End Date: Phase Extension:

Completed: Reasons:

Strengths:

Worries:

Priority Needs:

Long-Term Priority Goals: Goal

Short-Term Priority Goals: Goal Action Step Due Date Team Member Completed

Current Safety Concerns: Yes No

Safety Plan: Concern Ways to mitigate risk/harm

Coping Skills: Coping Skill

Trusted Members: Name Relationship

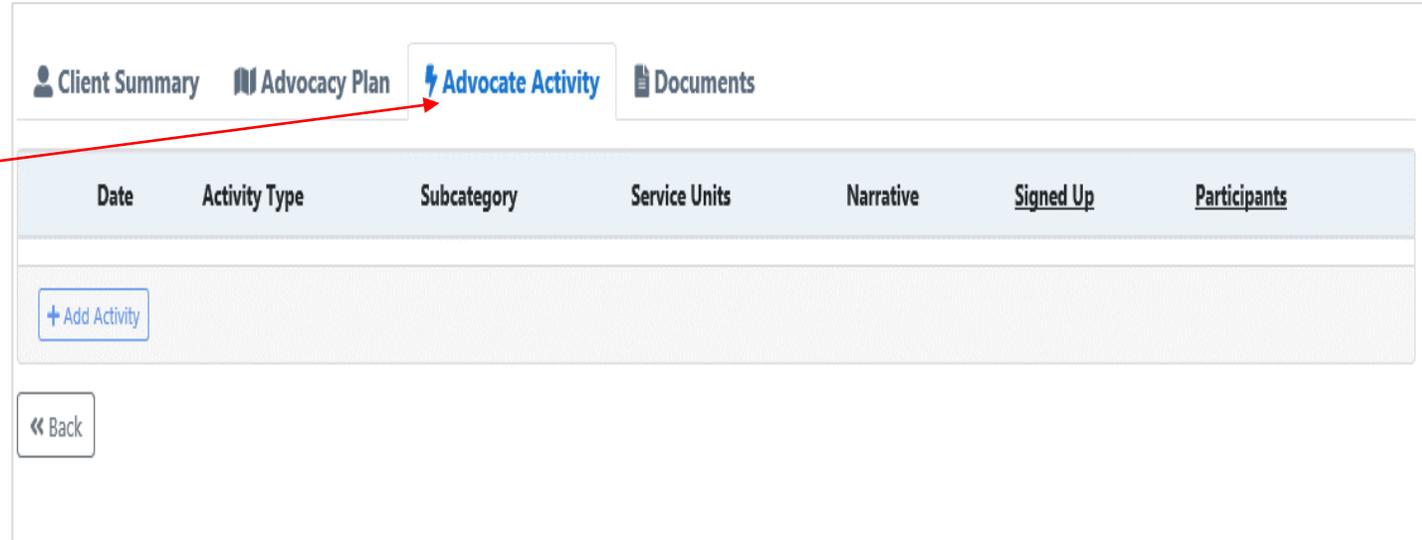
Professionals: Name Relationship

Navigation:

- After submitting to CSW/SCSW or DPO/SDPO “Advocacy Plan” will be read only to Advocate.
- Advocate can modify and make changes to “Advocacy Plan” after CSW/SCSW or DPO/SDPO approval/rejection. CSW/SCSW or DPO/SDPO will be notified that changes were made.
- The next phase will be available upon the completion of previous phase or meeting the timeline.

"[Assignment #](#)" hyperlink takes user/Advocate to the "**Advocate Activity**" page.

- An Advocate can view/create documentation of advocacy activities using "**Advocate Activity**" page.



Client Summary Advocacy Plan **Advocate Activity** Documents

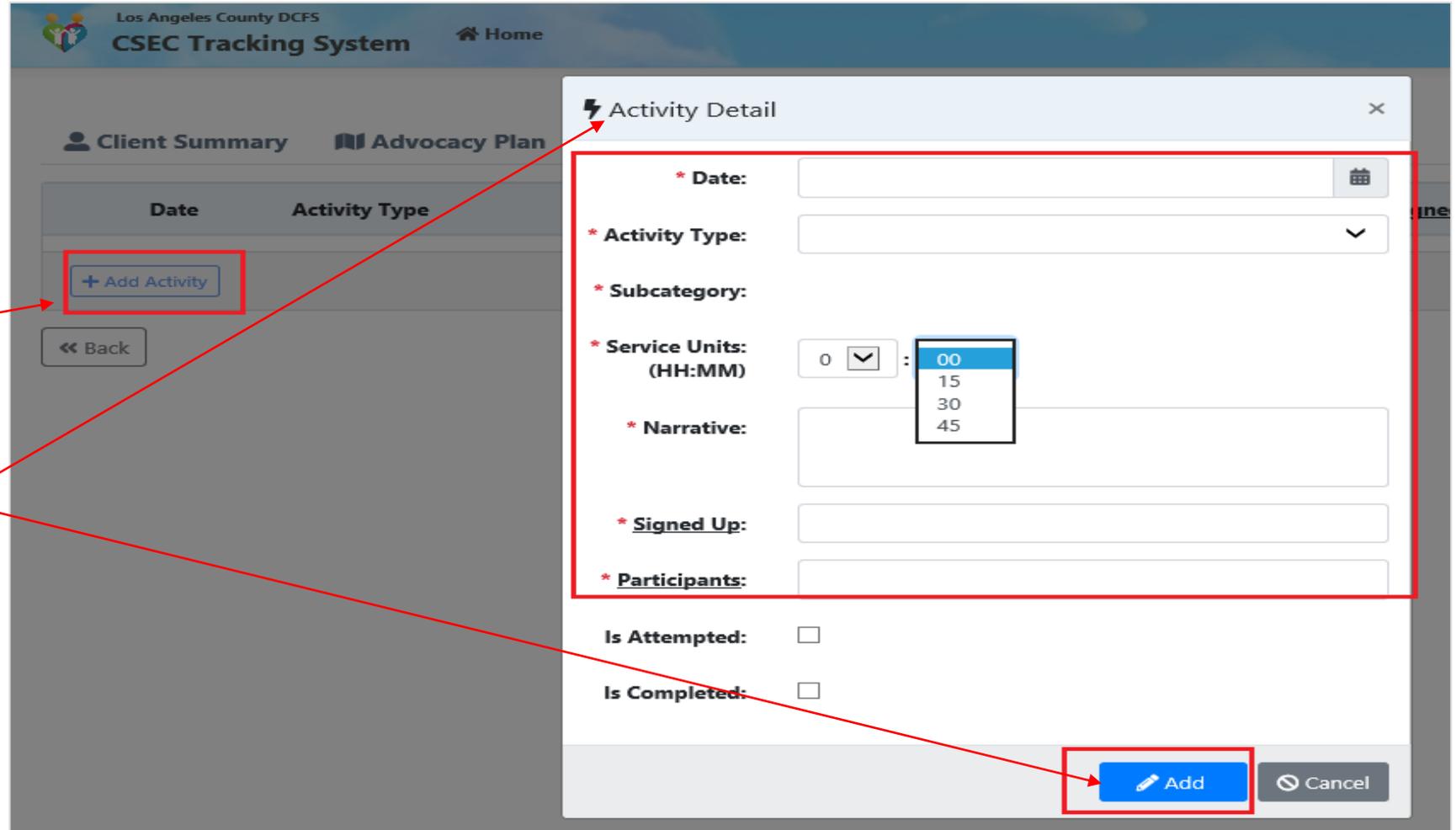
Date	Activity Type	Subcategory	Service Units	Narrative	<u>Signed Up</u>	<u>Participants</u>
------	---------------	-------------	---------------	-----------	------------------	---------------------

+ Add Activity

« Back

Add an Activity:

An Advocate can create/add activity, simply by clicking on “**Add Activity**” button from “**Advocate Activity**” page, adding required fields, and clicking on “Add” button on “**Activity Detail**” popup window.



The screenshot displays the CSEC Tracking System interface. At the top, it shows the Los Angeles County DCFS logo and the text 'CSEC Tracking System' with a 'Home' link. Below this, there are tabs for 'Client Summary' and 'Advocacy Plan'. A table with columns 'Date' and 'Activity Type' is visible. A red box highlights the '+ Add Activity' button in the table. A red arrow points from this button to the 'Activity Detail' popup window. The popup window contains the following fields:

- * **Date:** A date input field with a calendar icon.
- * **Activity Type:** A dropdown menu.
- * **Subcategory:** A dropdown menu.
- * **Service Units: (HH:MM):** A dropdown menu showing '0' and a time selection dropdown with options '00', '15', '30', and '45'.
- * **Narrative:** A text input field.
- * **Signed Up:** A text input field.
- * **Participants:** A text input field.

At the bottom of the popup window, there are two checkboxes: 'Is Attempted:' and 'Is Completed:'. A red box highlights the 'Add' button (with a pencil icon) and the 'Cancel' button at the bottom right of the popup window. A red arrow points from the 'Add' button back to the 'Add Activity' button in the main interface.

Select the Activity Type from the drop code – those boxed in red are appropriate for Advocates to select.

Activity Detail

* **Date:**

* **Activity Type:**

* **Subcategory:**

* **Service Units:** (HH:MM)

* **Narrative:**

* **Signed Up:**

* **Participants:**

Is Attempted:

Is Completed:

Administrative Task

Advocate Agency Attended Training

Case Plan/Case Management

Community Advocacy

Empowerment Activities

Event Coordination

First Responder Protocol Response

Parent Advocacy

Parent Empowerment Program

Survivor Advocacy

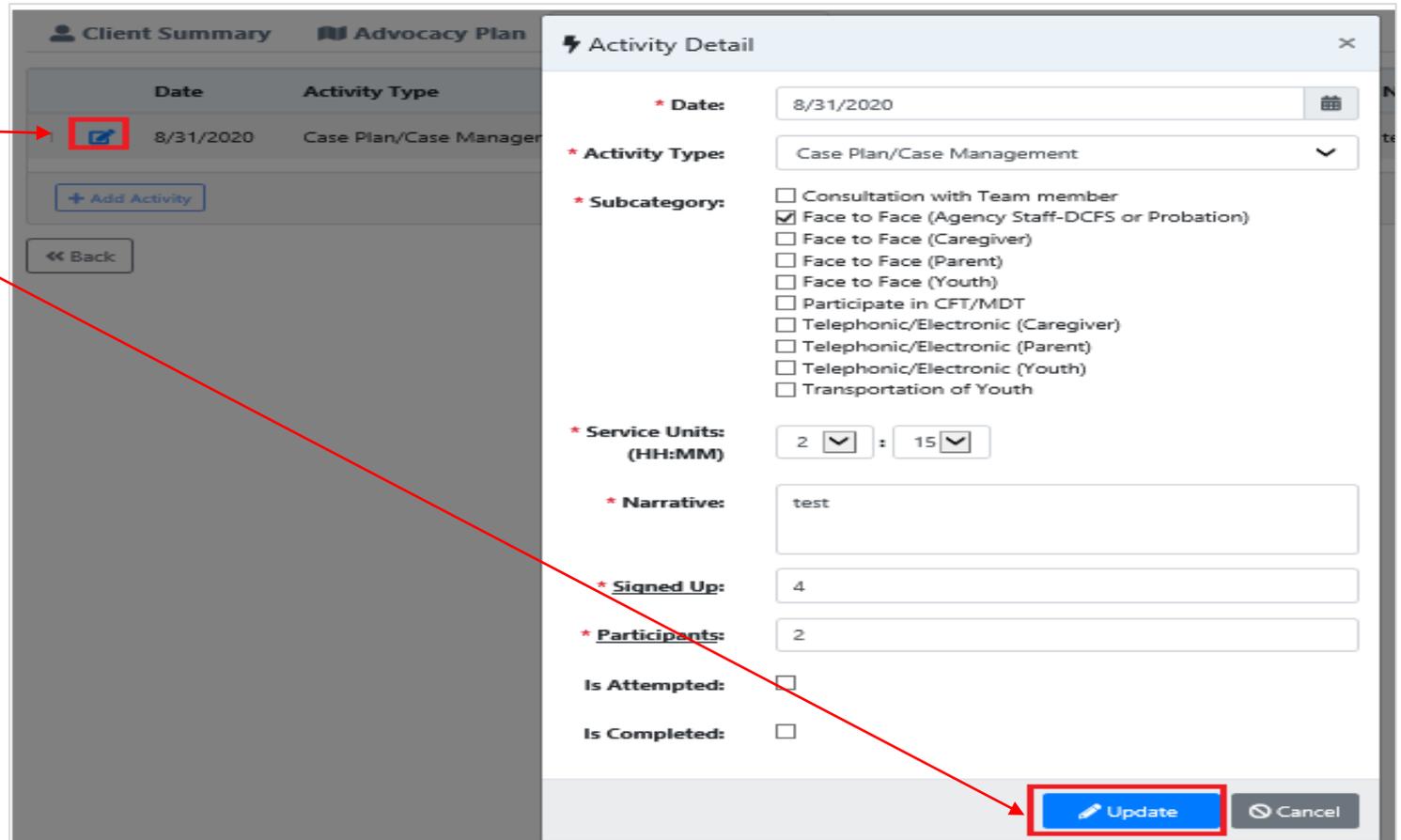
Testing-Mandated

Victim Witness Testimony Support

Youth Workshop

Edit Advocate Activity:

An Advocate can edit existing activity, simply by clicking on “**Edit Activity**”, edit, and click on “**Update**” button



The screenshot displays the 'Activity Detail' form for an activity on 8/31/2020. The form includes the following fields and options:

- * Date:** 8/31/2020
- * Activity Type:** Case Plan/Case Management
- * Subcategory:**
 - Consultation with Team member
 - Face to Face (Agency Staff-DCFS or Probation)
 - Face to Face (Caregiver)
 - Face to Face (Parent)
 - Face to Face (Youth)
 - Participate in CFT/MDT
 - Telephonic/Electronic (Caregiver)
 - Telephonic/Electronic (Parent)
 - Telephonic/Electronic (Youth)
 - Transportation of Youth
- * Service Units (HH:MM):** 2 : 15
- * Narrative:** test
- * Signed Up:** 4
- * Participants:** 2
- Is Attempted:**
- Is Completed:**

At the bottom of the form, there are two buttons: **Update** (highlighted with a red box) and **Cancel**.

Documents Page:

"[Assignment #](#)" hyperlink takes user/Advocate to the "Documents" page.

- An Advocate can view, create, modify, and submit (to CSW/SCSW, DPO/SCPO, or CSEC Admin) designated document using "Document" page.

Client Summary
Advocacy Plan
Advocate Activity
Documents

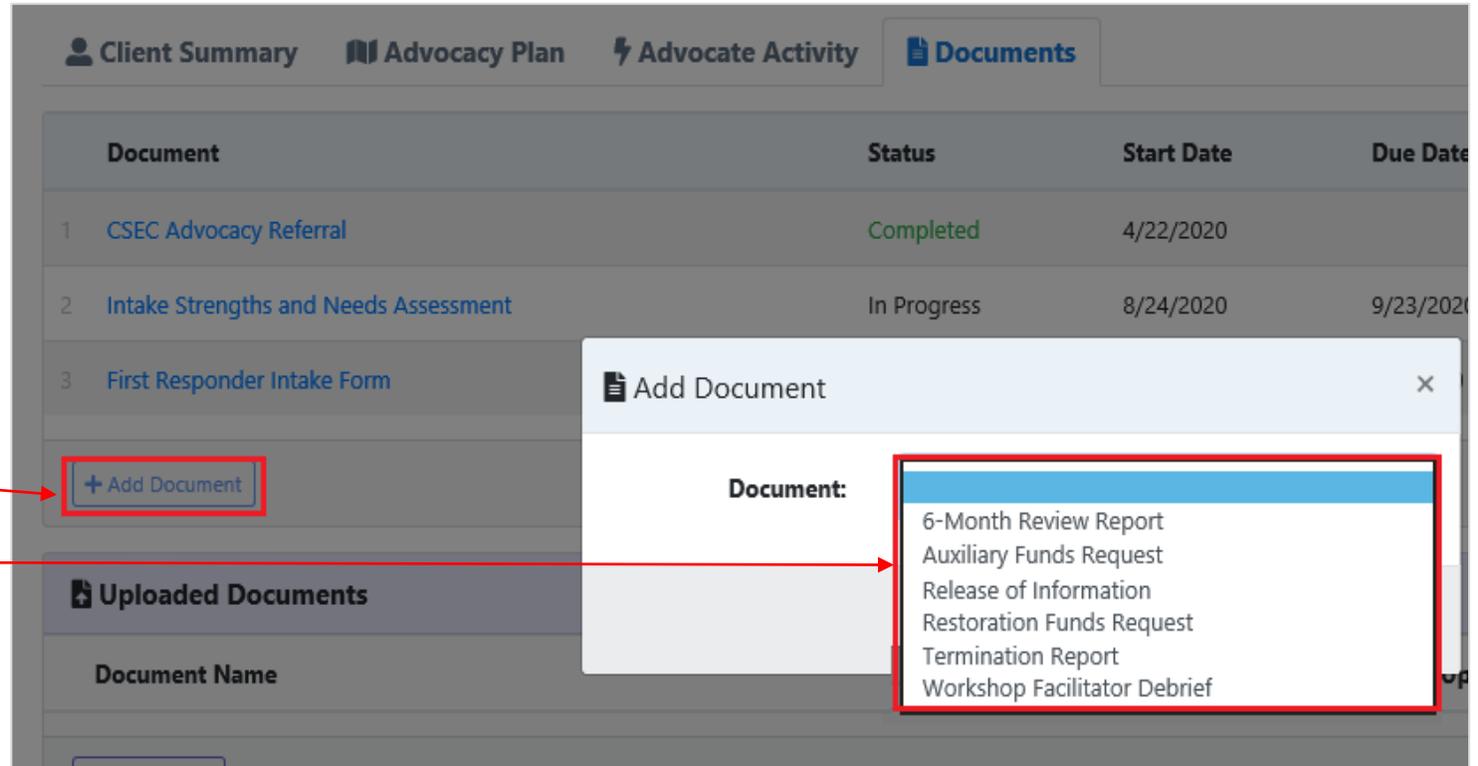
Document	Status	Start Date	Due Date	Completed Date
1 CSEC Advocacy Referral	Completed	4/22/2020		8/24/2020
2 Intake Strengths and Needs Assessment	In Progress	8/24/2020	9/23/2020	
3 First Responder Intake Form	In Progress	8/24/2020	9/7/2020	

Uploaded Documents

Document Name	Description	Type	Size	Uploaded Date

Add Document:

- An Advocate can create/add document, simply by clicking on **“Add Document”**.
- Select desired form from drop down menu
- Click on **“Add Document”**

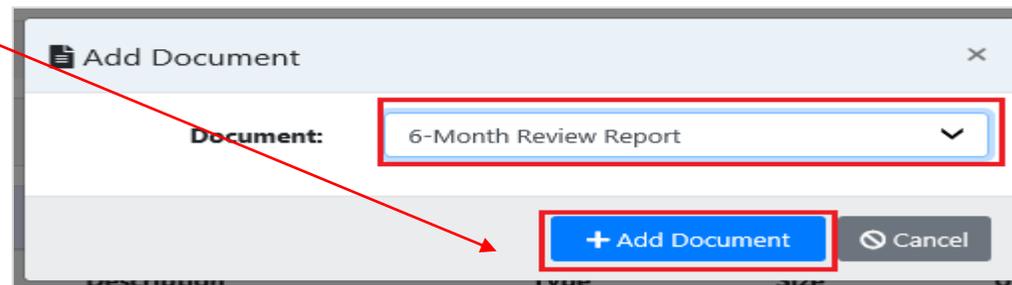


The screenshot shows the 'Documents' tab in the CSEC Tracking System. A table lists existing documents with columns for Document, Status, Start Date, and Due Date. A modal window titled 'Add Document' is open, displaying a dropdown menu for selecting a document type. Red boxes and arrows highlight the '+ Add Document' button in the table and the dropdown menu in the modal.

Document	Status	Start Date	Due Date
1 CSEC Advocacy Referral	Completed	4/22/2020	
2 Intake Strengths and Needs Assessment	In Progress	8/24/2020	9/23/2020
3 First Responder Intake Form			

Document:

- 6-Month Review Report
- Auxiliary Funds Request
- Release of Information
- Restoration Funds Request
- Termination Report
- Workshop Facilitator Debrief



This close-up shows the 'Add Document' modal window. The 'Document:' dropdown menu is selected, showing '6-Month Review Report'. Below the dropdown is a blue '+ Add Document' button and a grey 'Cancel' button. Red boxes and arrows highlight the dropdown menu and the '+ Add Document' button.

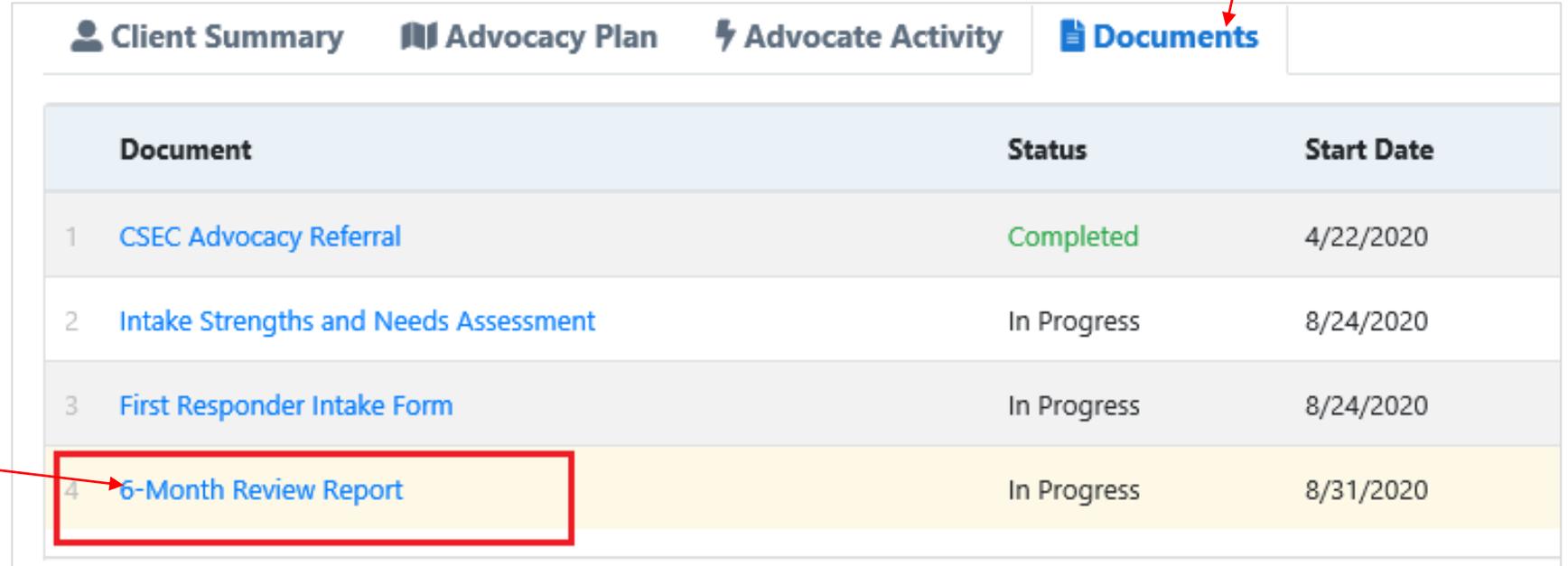
Document: 6-Month Review Report

+ Add Document Cancel

- Once Advocate adds document, the selected form/report will display.
NOTE: Initial data will be prepopulated.
- Advocate can “**Save**” by skipping the mandatory fields, and can complete/submit it later.
- Advocate can “**Submit**” to CSW/SCSW, DPO/SDPO, or CSEC Admin accordingly after completing mandatory fields.
- Advocate can print out documents as needed



Saved/submitted form(s)/report(s) will be listed on “**Documents**” section.



	Client Summary	Advocacy Plan	Advocate Activity	Documents	
Document	Status	Start Date			
1 CSEC Advocacy Referral	Completed	4/22/2020			
2 Intake Strengths and Needs Assessment	In Progress	8/24/2020			
3 First Responder Intake Form	In Progress	8/24/2020			
4 6-Month Review Report	In Progress	8/31/2020			

Edit Document:

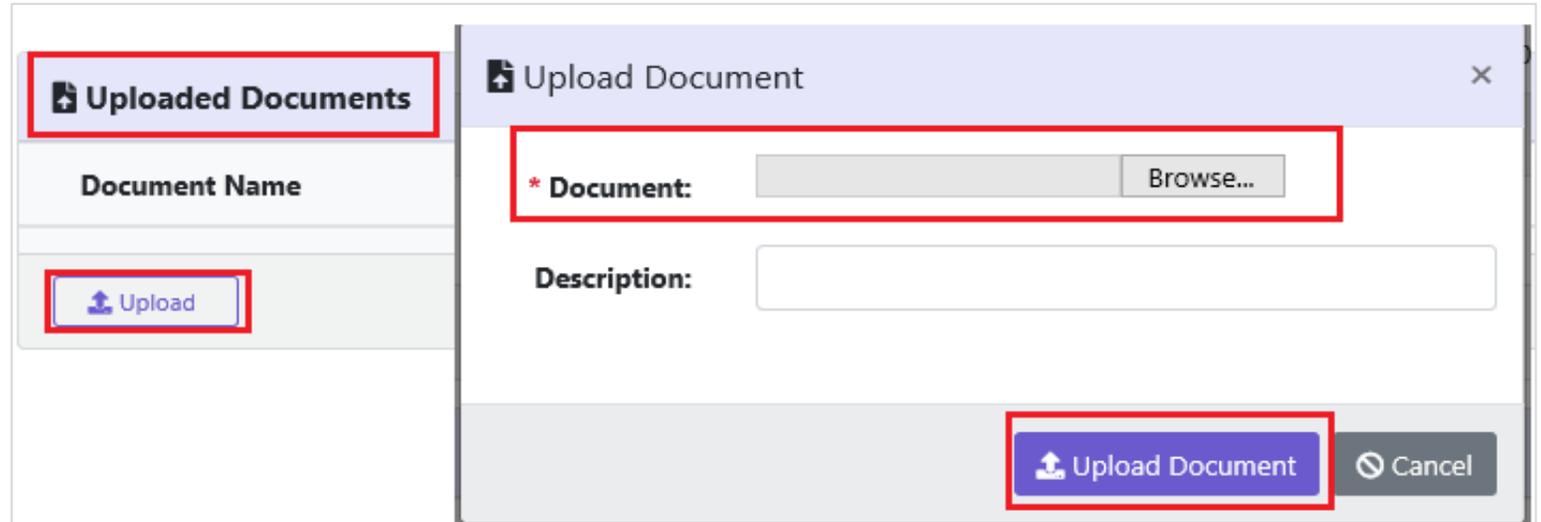
An Advocate can edit/modify a document, simply by clicking on desired document hyperlink listed on “**Document**” page.

Upload Document:

Upload document(s), simply by clicking on “**Upload**” button on “**Uploaded Documents**” Section

Follow “**Upload Document**” popup window fields by:

- Clicking on “**Browse**”,
- Locating your document,
- Adding Description,
- Click on “**Upload Document**” button.



Uploaded document(s) will be listed on “**Upload Documents**” section.

Adela Estrada

CSEC Program Administrator

DCFS CSEC Program

Phone: (310) 210-3835

Email: estraa@dcfs.lacounty.gov

Website: www.dcfs.lacounty.gov

**For technical support from Bureau of
Information Services, e-mail:**

EDL-DCFS-CTS-Support@dcfs.lacounty.gov



**Los Angeles County
Department of Children
and Family Services**

Promoting Child Safety and Strengthening Families